

MEMORANDUM

TO: Chairman Pat Miller
Director Debi Tate
Director Sara Kyle
Director Ron Jones

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: May 13, 2005

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-APRIL¹

Regulated utility complaints received and investigated in April	118
Non-regulated complaints received and investigated in April:	2
Number of follow-up investigations made in April:	312
Year-to-date regulated utility complaint total:	582
Number of Telemarketing complaints investigated in April:	36
Year-to-date Telemarketing complaints	145
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,965,345
Number of active telemarketing solicitors:	600
Number of Do Not Fax complaints investigated in April:	85
Year-to-date total of Do Not Fax complaints	317
Year-to-date total TDAP devices ordered:	563
Number of calls to MCI Relay Center Intrastate: 46,662	Interstate: 6,922
	53,584

¹ Data in this report April change as information is updated.

Regulated Table

(Number of Regulated complaints received in April 2005)

Telephone Company's

1. BellSouth	39
2. CenturyTel	1
3. Crocket	1
4. Frontier/Citizens	2
5. Sprint United	4

CLECS

1. AT&T Business	1
2. Birch	1
3. BTI	1
4. Knology	1
5. MCI	2
6. XO	1
7. Xspedius	1
8. Z-Tel	1

Long Distance Companies

1. AT&T Residential	18
2. MCI	4
3. Twin Lakes	1

1. AEP	2
2. Atlanta Gas	3
3. Atmos Energy	12
4. Hickory Star Water	1
5. NGC	2
6. TAWC	1
7. Beechview Water Systems	1

Resellers

1. Access Integrated Networks	2
2. Access One Communications	1
3. Global Tel	1
4. Kiss Long Distance	1
5. Nationwide Connections	1
6. NCIC	1
7. Net Page Now	1
8. Opticom	2
9. Talk America	2
10. Telseven	1
11. Vartec	1
12. New Phone	1

Regulated Complaints for NR Companies

1. SBA Online	1
2. USA Voicemail	1
3. Vonage	1
4. Webxites	1

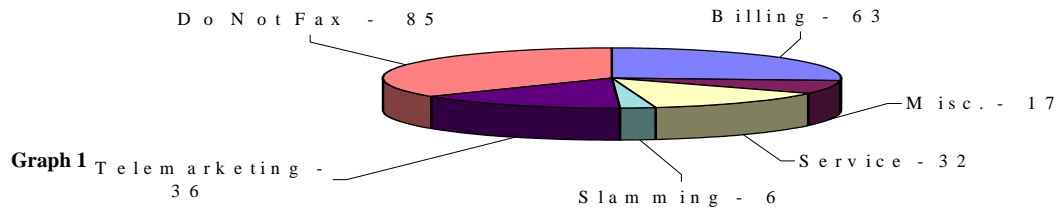
Non Regulated Complaints**Gas, Water & Electric**

1. Nationwide Connections	1
2. Thomas Pay Phone	1

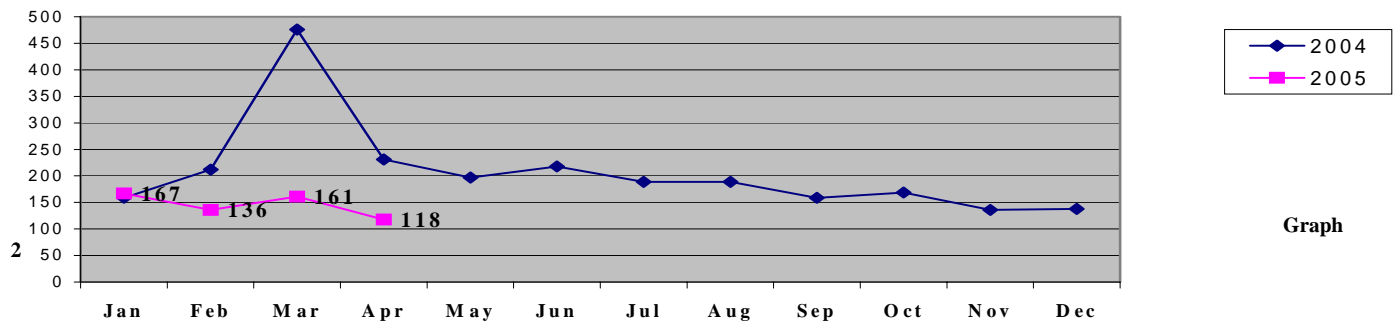
Billing Agents

1. Enhanced Services Billing	1
2. ILD Telecommunications	1

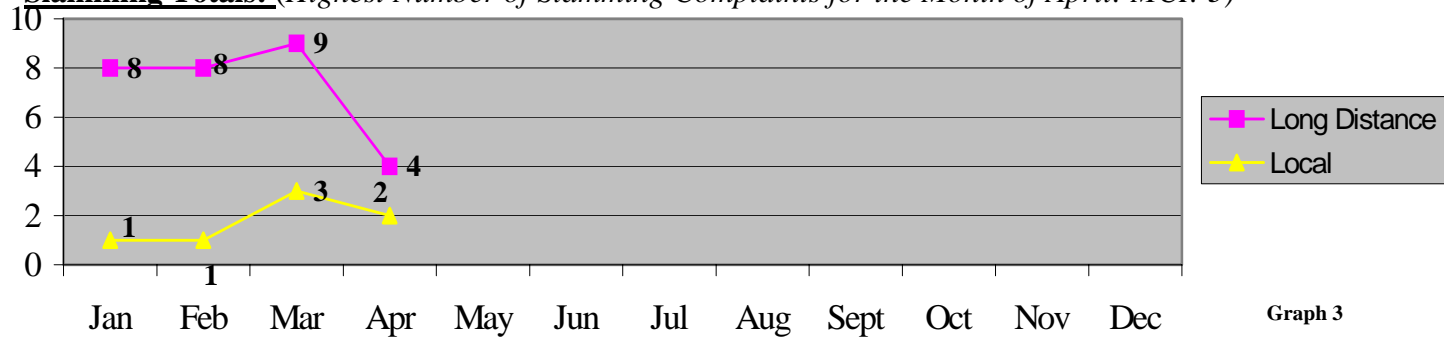
Regulated Complaint Totals for April:



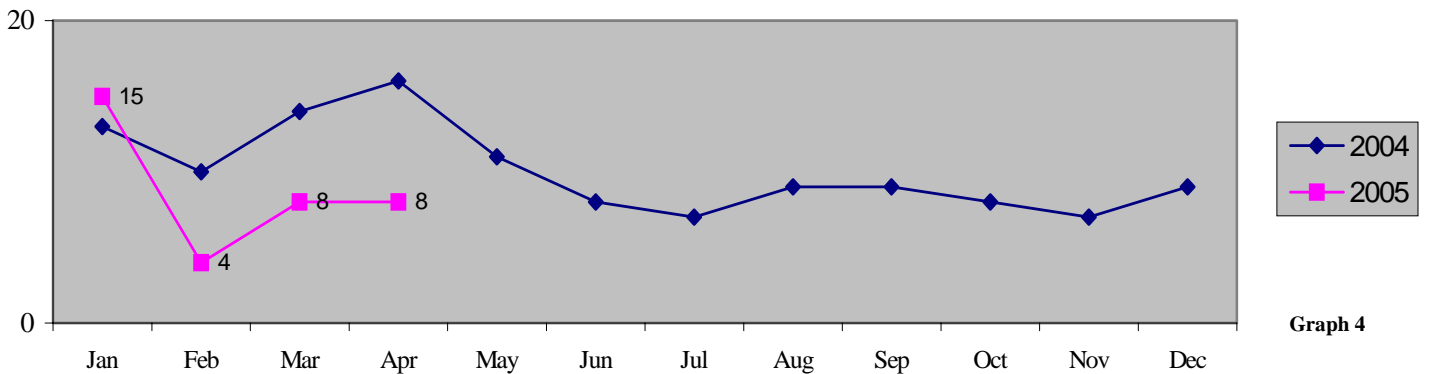
Regulated Utility Complaints from 2004 -2005:



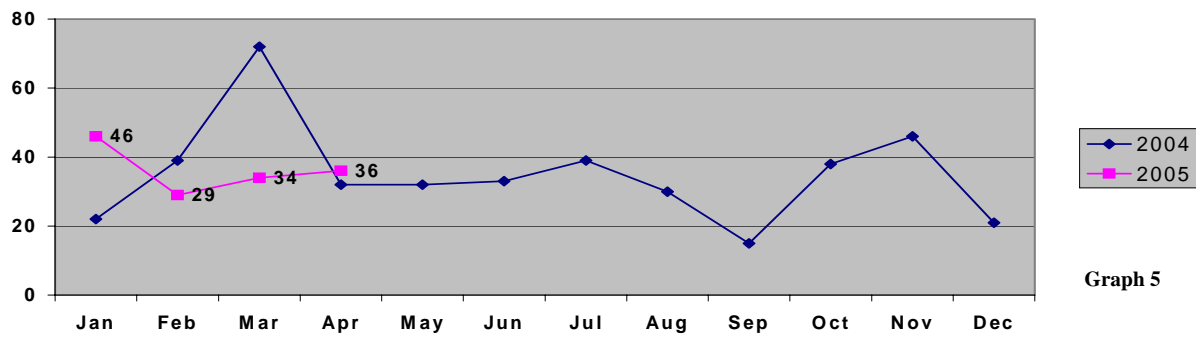
Slamming Totals: (Highest Number of Slamming Complaints for the Month of April: MCI: 3)



County Wide Calling Complaints from 2004 and 2005

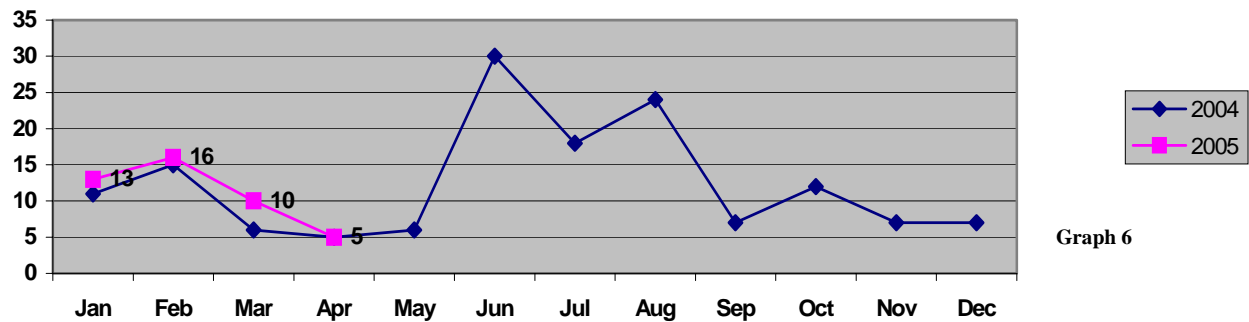


Telemarketing Complaints: (Dura Shield: 4)



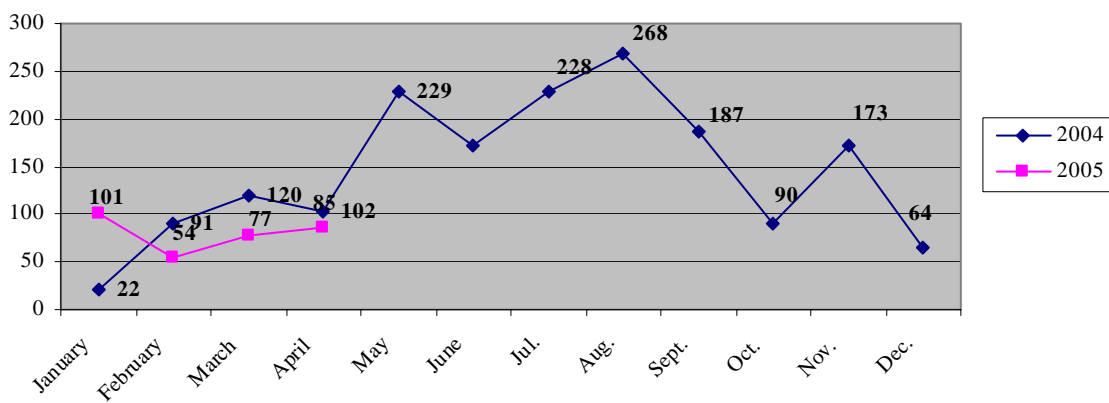
Graph 5

Telemarketing Solicitor Applications Approved:



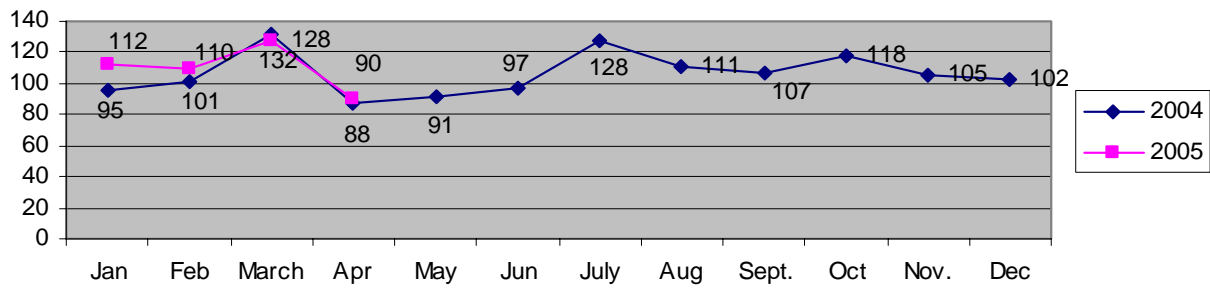
Graph 6

2005 Do Not Fax Complaints



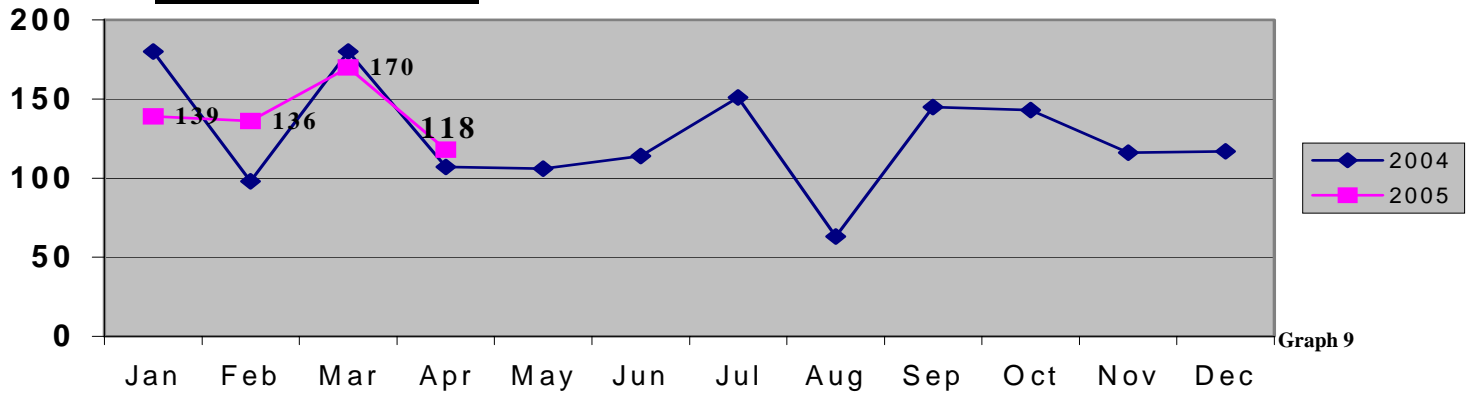
Graph 7

TDAP Applications Approved



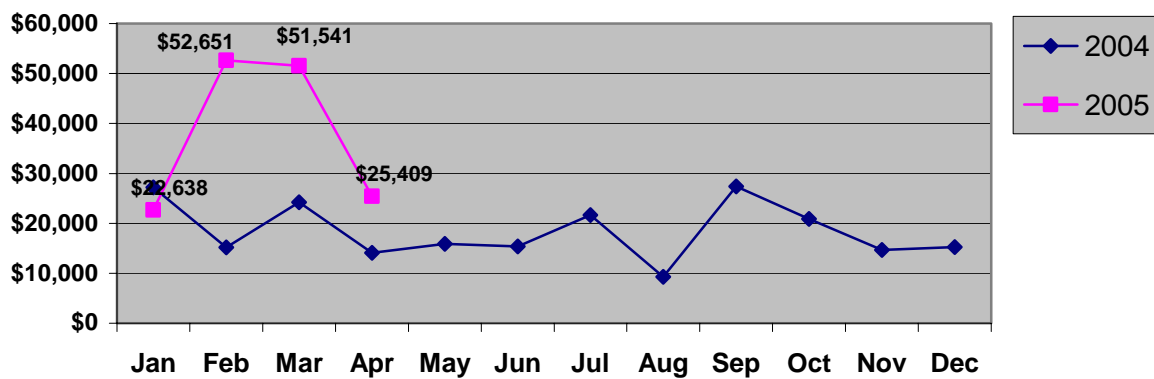
Graph 8

TDAP Devices Ordered



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

